

National Endowment for the Arts 2009 Annual Employee Satisfaction Survey

The Survey

The survey conducted is the Annual Employee Satisfaction Survey (AES) required by the Office of Personnel Management (OPM) regulation 5 CFR 250, Subpart C. It included the 40 questions prescribed by regulation to collect data on Federal employees' perceptions about how effectively agencies are managing their workforces. No additional questions were included in the survey.

While demographic questions were included in the OPM requirements, agencies with 800 or fewer employees were exempt from this requirement. The Agency decided not to ask these questions in order to foster a sense of confidentiality and anonymity for respondents.

The 2009 Annual Employee Survey was a Web survey administered by the Department of the Interior, National Business Center. All employees in the agency were surveyed. Of the 160 employees surveyed, 99 completed the survey for a response rate of 62 percent.

Survey Results Format

The attached Excel Workbook includes four worksheets. The first is simply the raw data scores for your agency and is the basis for the three other spreadsheets. The second worksheet titled "Report for Web Posting" satisfies OPM's data reporting requirements as cited in 5 CFR 250.303(a), numbers 2 through 6, as well as the requirement to report the dates of the survey, and can be posted as-is on your website as well as sent to OPM. Reporting requirement number 1 is the agency's evaluation of the survey results; a brief rendering of which is included below.

The last two worksheets are additional information provided so you can view your survey data in various ways with respect to the categories. Using both formats along with data from previous surveys, you are able to identify and analyze any trends as well as areas of concern for human capital planning purposes. The sheet titled "AES Category Pos and Neg Totals" shows the positive, neutral, and negative total response percentage for each question in order of the survey categories and questions, along with the total/average percentage for each category. The sheet titled "HCAAF Systems Pos & Neg Totals" shows the positive, neutral, and negative total response percentages for each survey question in order of the HCAAF Indices, along with total/average percentage for each Index. Also included in that worksheet are the 2008 Governmentwide positive response rates for each of the 40 questions, as well as the totals/averages for each Index so that you can easily compare your scores to those. The HCAAF Indices are explained below.

In OPM's administration of the FHCS, they identified 16 "impact items" through a series of standard statistical analyses that examined the relationships between what employees reported on these items and their expressed intention to stay or leave. They are the items most strongly associated with employees' satisfaction and intent to stay in their jobs, and all 16 are included in the AES. Those items on this survey are questions 2, 3, 4, 6, 13, 25, 29, 30, 31, 33, 34, 35, 36, 37, 38, and 40. They are identified on the attached Excel Workbook's last two worksheets in blue type so that you may consider and weigh the importance of responses to these particular questions.

OPM HCAFF Indices:

OPM has determined that 40 of the Federal Human Capital Survey items make up the Human Capital Assessment and Accountability Framework (HCAAF). The four HCAAF indices are:

- The Leadership and Knowledge Management Index indicates the extent employees hold their leadership in high regard, both overall and on special facts of leadership. It is made up of questions 5, 6, 23, 25, 26, 27, 28, 30, 31, 32, 33, and 37.
- The Results-Oriented Performance Culture Index indicates the extent employees believe their organizational culture promotes improvement in processes products and services, and organizational outcomes. It is made up of questions 1, 9, 11, 15, 16, 17, 18, 19, 20, 21, 22, 24, 29, and 36.
- The Talent Management Index indicates the extent employees think the organization has the talent necessary to achieve its organizational goals. It is made up of questions 2, 7, 8, 12, 13, 14, and 38.
- The Job Satisfaction Index indicates the extent employees are satisfied with their jobs and various aspects thereof. It is made up of questions 3, 4, 10, 34, 35, 39, and 40.

Brief Summary

Agency AES Category Totals/Averages:

AES Survey Category	Positive	Neutral	Negative
Personal Work Experiences	74.6%	14.5%	10.9%
Recruitment, Development, & Retention	67.8%	13.5%	18.7%
Performance Culture	54.2%	25.3%	20.5%
Leadership	56.4%	24.7%	18.8%
Job Satisfaction	54.0%	23.2%	22.7%

HCAAF Indices Positive Totals/Averages for Agency and Governmentwide:

HCAAF Systems – Human Capital Management Indices	2009 NEA % Positive	2008 Government- Wide % Positive
Leadership & Knowledge Management	59.5%	58.7%
Results-Oriented Performance Culture	56.6%	53.6%
Talent Management	62.3%	59.7%
Job Satisfaction	67.5%	67.0%

Sixty-two percent of NEA employees responded to the 2009 Annual Employee Survey. General overall results from the 2009 Survey indicate the NEA employees believe the work they do is important (91.9%), they work well with fellow employees to conduct the work of the agency (90.9%), and they like the kind of work they do (79.8%).

Employees are very satisfied with the support they receive for balancing work and family issues (84.8%), understand how their work relates to the overall agency mission (92.9%), and believe their fellow workers have the necessary talent and skills to do their jobs (81.8%). Overall job satisfaction is 76.8 percent.

With regard to the OPM identified “impact items,” NEA positive response rates for all but four questions are higher than those of the 2008 governmentwide scores; two in the Talent Management Index (Q. 2 and 38), and two in the Job Satisfaction Index (Q. 4 and 35).

Total scores for the HCAAF Indices at NEA are higher than governmentwide for all four Indices. NEA’s Leadership and Knowledge Management Index positive response rates are lower than governmentwide in four out of twelve questions (Q. 26, 27, 28, and 32), with the total response rate being one percent higher than the governmentwide score. NEA’s Results-Oriented Performance Culture Index positive response rates are higher than governmentwide in all but two questions (Q. 11 and 15). Still, positive response rates for questions related to merit based promotions/pay raises, dealing with poor performers, and recognizing and rewarding differences in performance are very low (below 35%), indicating employees are concerned with managers’ fairness and recognition with regard to performance. Positive response rates for questions in the Talent Management Index are lower than governmentwide for three out of the seven questions (Q. 2, 14, and 38), which are all related to employee training. NEA’s Job Satisfaction Index positive response rates are higher than governmentwide in all but two questions (Q. 4 and 35).